

Incident Aware

Powerful Incident Tracking, Alert Broadcasting and much more...

Need to easily and quickly broadcast alerts or notices to your group or staff? Need to record details of incidents for tracking or future follow up? Need to include media files and GPS locations with these reports? Need to trigger remote devices based on alerts or integrate with onsite telephone equipment?

Welcome to Incident Aware! Incident Aware is an innovative yet simple app that does all that and even more. Incident Aware easily modernizes and accelerates two-way communication and information exchange within your organization, empowering your precise and timely responses. Incident Aware can run on both mobile devices and desktops utilizing your existing resources to instantly connect you with your subscribers. Incident Aware provides alerts with GPS locations, records incident details, broadcasts messages or special instructions, triggers remote devices, streamlines your record keeping, and automates a variety of workflows with customizable templates to simplify and optimize your responses.

With Incident Aware you get:

Instant On-Site Emergency Alerting

- ✓ Alert selected groups or notify all staff members of on-site emergencies
- ✓ Initiate location-rich panic alarms, evacuations, or lockdowns with just 2 clicks
- ✓ Send and receive alerts from multiple buildings or locations
- ✓ Dispatch push notifications to mobile users ensuring your messages get through, regardless of their location
- ✓ Distribute email, SMS, and desktop-based alerting as well, so you have all the bases covered
- ✓ Expand on our powerful 911 alerting solution allowing staff to collaborate in real-time and provide additional notes and comments about the alert.
- ✓ Integrate with your existing cloud or on premises telephone system

Easy Public & Internal Mass Notifications

- ✓ Easily notify users/subscribers in the event of closures, lockdowns, power failures or other events
- ✓ Distribute daily notices, special instructions, "be on the look-outs", or bulletins to the appropriate people
- ✓ Alert any users/subscribers via both SMS & Email
- ✓ Set up different groups with different broadcast messages
- ✓ Allow public subscribers to control and configure their communications preferences
- ✓ Communicate with your staff privately without broadcasting special words or codes
- ✓ Provide your staff with instructions or information to assist in keeping people calm



Simplified Incident Reporting

- ✓ Record incidents in real-time as they happen while the facts are still clear
- ✓ Display GPS location look-up of the incident address or location
- ✓ Trigger panic alarms with your precise location when urgent help is needed
- ✓ Chat in real-time, add comments and multimedia content to incidents or events
- ✓ Customize Incident types, alert paths, and more to meet your specific needs.
- ✓ Use the app's incident types *guide* to assist with recording those critical details.

Powerful Incident Collaboration

- ✓ Allow real-time exchange of notes, chats, and multimedia specific to each alert or incident
- ✓ Accelerate and enhance emergency responses by pushing real-time two-way communications to recipients
- ✓ Empower on-site First Responders with the ability to coordinate who's responding and what resources are needed
- ✓ Track incident response and progress using auto-generated or user-created checklists
- ✓ Update users/subscribers when the emergency or incident is over or resolved
- ✓ Simplifies notifying staff of any false alarms, alerts, or emergencies

Flexible 2-Way Text Messaging

- ✓ Use the built-in QR code generator to trace visitor and staff arrivals and departures
- ✓ Allow public, non-app users to efficiently report incidents, and communicate in real-time with your staff
- ✓ Maintain records of each entry / exit for contact tracing and site access security audits

GPS Tracking

- ✓ GPS Tracking information of Alerts and Incidents
- ✓ Track users as they move in and out of your organization's premises
- ✓ View incident locations on the map, in real-time
- ✓ Optionally track minute by minute users' locations

Secure Internal Chats

- ✓ Securely communicate with individuals
- ✓ Set up group chats for different internal teams to streamline collaboration
- ✓ Discuss matters unrelated to individual incidents easily

Comprehensive Record Management

- ✓ Retain and archive critical incident information indefinitely for any future reference or legal requirements
- ✓ Consolidate all the details, chats and multimedia related for each incident
- ✓ Locks and secures incident information to avoid the possibility of unauthorized changes/modifications
- ✓ Customizable & Configurable User Accounts, Broadcast groups, Incident categories, data fields, questions & checklists

Expanded On-Site Paging & Alerting

- ✓ Send pages to app users from on-site phones and physical alerting hardware
- ✓ Allow app users to trigger overhead pages in multiple zones simultaneously
- ✓ Extend overhead paging and alerts to additional locations or paging zones
- ✓ Connect to your phone system to initiate panics, lockdowns, evacuations and more from any device
- ✓ Provide alerts via multiple channels to app users, public recipients, and on-site staff
- ✓ Leverage on-site strobe lights and other visual alerting equipment for greater alert visibility

Plus many, many more features....

Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

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